



**U.S. Department of
Transportation**

Office of the Secretary
of Transportation

ORDER

DOT 2730.5B

6-2-93

Subject: CONSOLIDATED UNIFORM PAYROLL SYSTEM (CUPS) INQUIRY SYSTEM

1. PURPOSE. This order provides guidance for reporting payroll problems and making inquiries using the CUPS Inquiry System.
2. CANCELLATION. DOT 2730.5A, Consolidated Uniform Payroll System (CUPS) Inquiry System, dated 3-20-91.
3. SCOPE. This order applies to all civilian employees who are provided payroll services by CUPS. This includes:
 - a. Employees serviced by the CUPS Atlanta payroll processing center:
 - (1) Office of the Secretary (OST);
 - (2) Federal Aviation Administration (FAA):
 - (a) Headquarters
 - (b) FAA Technical Center
 - (c) Southern Region
 - (d) Southwest Region
 - (e) Central Region;
 - (3) Federal Highway Administration (FHWA);
 - (4) Federal Railroad Administration (FRA);
 - (5) National Highway Traffic Safety Administration (NHTSA);
 - (6) Federal Transit Administration (FTA);
 - (7) Maritime Administration (MARAD);
 - (8) Research and Special Programs Administration (RSPA);
 - (9) Bureau of Transportation Statistics (BTS); and
 - (10) National Transportation Safety Board (NTSB).
 - b. Employees serviced by the CUPS Oklahoma City payroll processing center:
 - (1) FAA:
 - (a) Alaskan Region
 - (b) Eastern Region
 - (c) Great Lakes Region
 - (d) Mike Monroney Aeronautical Center
 - (e) New England Region
 - (f) Northwest Mountain Region
 - (g) Western Pacific Region;
 - (2) United States Coast Guard (USCG) civilian personnel; and
 - (3) Office of the Inspector General (OIG).

DISTRIBUTION: All DOT Supervisors (Except SLSDC
and USCG Military Supervisors)
NTSB Supervisors

OPI: Office of
Financial
Management

4. BACKGROUND. CUPS provides payroll services to over 67,000 DOT civilian employees. To assist the CUPS payroll staffs in responding quickly and efficiently to employee inquiries, the automated CUPS Inquiry System was implemented in Atlanta and Oklahoma City. Inquiry and Control staffs at these sites are available to resolve payroll problems and answer questions. The staffs receive payroll inquiries via direct telephone calls or voice mail.

Voice mail permits callers to record a message when the telephone lines are busy or during nonwork hours. Calls are tracked by the CUPS Inquiry System until the problems/inquiries are resolved, and callers are notified on actions taken.

5. POLICY. It is the policy that all reported payroll problems and inquiries be resolved by the CUPS Inquiry staff as quickly as possible and that the problem is fixed and/or a report is made back to the caller on the actions taken.
6. APPLICABILITY. These procedures apply to Time and Attendance (T&A) clerks, personnel liaisons, and supervisors when reporting payroll problems or making payroll inquiries for employees who are serviced by CUPS.
7. CUPS REPORTING PROTOCOL. Employees should report payroll problems and inquiries to their T&A clerk, personnel liaison, or supervisor, who are usually able to resolve routine payroll problems using the checklist below. When the T&A clerks, personnel liaisons, or supervisors are unable to resolve the problem, they should contact the Payroll Inquiry and Control Office. If an employee does not receive a paycheck or receives a substantial underpayment, the caller should refer to paragraph 14 for instructions on how to proceed.
8. PROBLEM/INQUIRY CHECKLIST. Many payroll and leave questions are resolved by reviewing internal processing issues. A check should be made to determine if:
 - a. The T&A Report Is Correctly Prepared. T&A clerks, personnel liaisons, or supervisors should carefully review the employee's T&A Report (DOT F 2740.2) and/or Statement of Earnings and Leave (SEL, DOT F 2740.1), to determine if the T&A Report has been properly prepared and accurately reflects the time worked or leave taken. If an incorrectly prepared T&A Report is the cause of the problem, submit an amended T&A Report to the payroll processing center.

- b. A Personnel Action Has Been Processed. A check should be made to determine if the personnel action has been processed and when the Notification of Personnel Action (SF-50) was released to the payroll system. In many cases, the cause of payroll problem becomes apparent after the effective date of the personnel action is known. If the problem still cannot be resolved, this information should be included in the report of the problem to the Inquiry and Control office.

9. INQUIRY AND CONTROL OFFICE TELEPHONE NUMBERS.

- a. Atlanta Office. T&A clerks, personnel liaisons, or supervisors may talk directly with the Inquiry and Control staff on open telephone lines to report problems, Monday through Friday between 9:00-10:00 a.m. and 2:00-3:00 p.m., Eastern time zone. The telephone number is:

All Inquiries

FTS 8-404-994-5442

- b. Oklahoma City Office. T&A clerks, personnel liaisons, or supervisors may talk directly with the Inquiry and Control staff to report problems Monday through Friday from 8:00 a.m. to 4:30 p.m., Central time zone. The telephone numbers are:

Organization/Region

FTS Numbers

- | | |
|------------------------------|----------------|
| (1) FAA: | |
| Alaskan/Great Lakes/Mike | |
| Monroney Aeronautical Center | 8-405-954-3331 |
| Eastern/New England | 8-405-954-4761 |
| Northwest Mountain/Western | |
| Pacific | 8-405-954-4784 |
| (2) USCG | 8-405-954-4213 |
| (3) OIG | 8-405-954-7310 |

10. TWO SEPARATE VOICE MAILBOX SYSTEMS. The Atlanta and Oklahoma City offices are on separate voice mailbox systems that are accessed differently. Both systems are available 24 hours a day, 7 days a week when the telephone lines are busy or during nonwork hours.

11. HOW TO USE THE VOICE MAILBOX SYSTEMS.

- a. Atlanta Office.

- (1) When the telephone lines are busy, call the voice mailbox system immediately on FTS 8-408-980-4455 or 1-800-950-9097.

- (2) After being connected to the voice mailbox system, the caller will be asked for an identification number:

FAA Headquarters	246-1111
FAA Southern Region	246-2222
FAA Southwest Region	246-3333
FAA Technical Center	246-5555
FAA Central Region	246-6666
OST, FHWA, FRA, NHTSA, FTA, MARAD, RSPA, BTS and NTSB	246-4444

- (3) If calling from a touch tone telephone, key in the appropriate identification number. If not, stay on the line and an operator will ask for the identification number.
- (4) After being connected to the appropriate mailbox, a recorded voice will instruct the caller on how to proceed. Speak clearly and directly into the telephone receiver.
- (5) Provide the inquiry information which can be obtained from the employee's SEL or T&A Report in the following sequence:
- (a) name of person calling;
 - (b) telephone number including the area code;
 - (c) social security number (nine digits) of the employee for whom the inquiry is being made;
 - (d) pay period number of the problem;
 - (e) agency code;
 - (f) region code;
 - (g) cost center code;
 - (h) employee's name;
 - (i) payroll block number; and
 - (j) brief and specific description of the nature of the inquiry.

- (6) Callers have 5 minutes to relay messages on voice mail. Separate messages must be recorded for each pay period, each employee, and for messages exceeding 5 minutes. To leave more than one message, redial by pressing "8" after the beep signaling the end of the 5 minute recording time.

b. Oklahoma City Office.

- (1) If all telephone lines are busy and the call is transferred to the voice mailbox system, have the following information ready:
 - (a) social security number (nine digits) of the employee for whom the inquiry is being made;
 - (b) pay period number of the problem;
 - (c) employee's region;
 - (d) employee's name; and
 - (e) brief and specific description of the nature of the inquiry.
- (2) The voice mailbox system prompts the caller to reply to a series of questions. Speak clearly and directly into the telephone receiver. To assist staff in resolving the problem, please remember to answer all questions. Questions that do not apply should be answered "not applicable."
- (3) Press the pound sign (#) on the dial pad to receive the next question. If the caller is not using a touch tone telephone, the voice mailbox system will automatically proceed to the next question after a few seconds of silence.
- (4) Record separate messages for each employee and pay period. If using a touch tone phone, the caller will be prompted to enter an extension number to leave another message. If not using a touch tone phone, hang up and call again.

12. HOW MESSAGES ARE RETRIEVED BY PAYROLL. Voice mailbox messages are retrieved by the staff at least twice each day. Inquiries are entered into the CUPS Inquiry System to establish a record, prioritized and sorted by the type of action necessary, and assigned to the staff for resolution.

Calls involving pay problems such as no paycheck or a paycheck with a substantial underpayment, i.e., less than 90 percent of the employee's base pay, receive immediate attention. Calls will be returned within one work day.

If the reported payroll problem does not result in major adverse impact on the employee's pay, i.e., inquiry about premium pay, overtime pay, and leave, the response is as follows:

- a. Incomplete Messages/Inquiries. Inquiries received on the voice mailbox that require clarification or additional information before action can be taken, receive return calls within three work days.
- b. Inquiries That Can Be Corrected and Included In The Next Paycheck. Frequently, inquiries can be corrected without additional information and included in the next paycheck. For the correction to be included in the next paycheck, the report must be made to the Inquiry and Control office no later than the Thursday morning after the preceding payday (Tuesday). Usually, the staff will call within three work days to report the disposition of the problem. Infrequently, a return call may not be made when the problem has been corrected. If the problem is not corrected in the following paycheck, report the problem to the Inquiry and Control Supervisor for resolution. Paragraph 14 lists these telephone numbers.
- c. Complex Inquiries. When the inquiry is complex and cannot be resolved or corrected in the next paycheck, the staff will call back within three work days. Extremely difficult problems may require additional time to research and resolve and the caller will be notified accordingly.

13. TWO PAY PERIODS ARE OFTEN REQUIRED TO PROCESS CORRECTIONS. CUPS payroll processing is accomplished in a two-week cycle. Processing original T&A reports and calculating pay occurs during the first week of each pay period. No corrections or amended T&A reports can be processed during this week.

During the last week of each pay period, corrections or amended T&A reports may be processed to appear on the employee's next pay check. This is also the week in which employees receive their SEL's on payday (Tuesday) for the previous pay period. If a problem is reported to the staff

on Wednesday after the SEL is received, the staff only has until that Friday afternoon to research the problem and process the correction for it to appear on the employee's next paycheck. This is possible given that all the proper documentation is available and no processing problems are experienced. If this is not the case, it could require two pay periods to make the correction.

14. NO PAYCHECK, SUBSTANTIAL UNDERPAYMENT OR TIME CRITICAL PERSONNEL ACTIONS.

- a. Whom To Call. For calls concerning no paycheck, substantial underpayment, (i.e., less than 90 percent of the employee's base pay), or time critical personnel actions, the T&A clerks, personnel liaisons, or supervisors should first call the Inquiry and Control office or voice mailbox. If a response is not received within one working day, the appropriate Inquiry and Control Supervisor should be called. The supervisors are available Monday through Friday from 8:00 a.m. to 4:30 p.m.:

Atlanta (Eastern time zone) FTS 8-404-994-5447

Oklahoma City (Central time zone) FTS 8-405-954-6140

- b. How These Inquiries Are Processed. Calls concerning no paycheck, substantial underpayment, or time critical personnel actions will receive prompt attention. These calls are returned within one working day.

15. IMPLEMENTATION. Where appropriate, Secretarial Offices and operating administrations shall develop additional guidance required to carry out this order and provide a copy of that guidance to the Office of Financial Management within 6 months of the date of this order.

FOR THE SECRETARY OF TRANSPORTATION:



Melissa J. Allen
For the Assistant Secretary
for Administration

